

55th Contracting Squadron

GOOD MORNING



QAP Phase I Train
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Quality Assurance Personnel

Phase I Training



**Quality Assurance
Program Coordinator
(QAPC)**

Mr. Charles S. Crivellaro

232-7468

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Important Stuff



Class Hours:

0830 - 1530



Breaks:

10 min. on the hour

Break Room:
on the
are Posted

Down the hall
right (Prices



Restroom:

Just outside the
classroom

Lunch:

1130 - 1230





Agenda

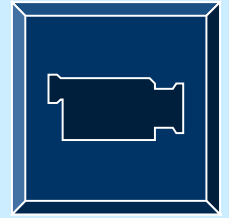
Quality Assurance Personnel (QAP) Phase 1 Training

- Review AFI 63-124 Performance-Based Services Acquisition (PBSA)
- Review Final Draft AFI 63-124
- Review Draft AFI 63-125 Performance Management Assessment Program
- SEVEN STEPS to PBSA
- Review PBSA Guide
- Contractor Performance Assessment Reporting System (**CPARS**)
- Unauthorized Commitments

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IC 2004-1 to AFI 63-124



Applies to service contracts over the simplified acquisition threshold (SAT) of **\$100K annually**.

Summary of the revisions:

- a. Performance-Based Services Contracts (PBSC) is changed to read
"Performance-Based Services Acquisitions (PBSA)."
- b. Para 1.1 **revises the overview to identify what an acquisition** QAP Phase I Train
inc...



IC 2004-1 to AFI 63-124

Summary of the revisions, continued:

- c. Para 1.2.1.1 Revises key management responsibilities. **To include identifying the multi-functional team as the team implementing the PBSA strategy, and the BRAG as one approach to a multi-functional team, and identifies the roles and responsibilities of the multi-functional team.**
- d. Para 1.3. **Expands the applicability of the AFI to all services acquisitions except those listed at FAR 37.102(a)(1).**

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IC 2004-1 to AFI 63-124

Summary of the revisions, continued:

- e. Para 3.3. **Authorizes the use of a Performance Plan in lieu of a Quality Assurance Surveillance Plan. Also requires an outline of how the acquisition is to be managed if a Quality Assurance Surveillance Plan (QASP) is used.**
- f. **Provides an interim Quality Assurance training program for the Quality Assurance Program Coordinator and Quality Assurance personnel.**
- g. **Adds definitions for the multi-functional team, performance assessment, performance management, and performance plan.**



IC 2004-1 to AFI 63-124

Summary of the revisions, continued:

- Applicable to service contracts over \$100K annually
- Increased emphasis on:
 - Post award performance assessment
 - PBSA - planning through closeout
- Defines PBSA
 - Acquisition Plan
 - Market Research
 - SOW
 - Performance Plan
 - Metrics



IC 2004-1 to AFI 63-124

- **Summary of the revisions, continued:**

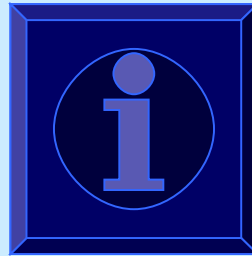
Requires a **Performance Management Plan** (or QASP with Performance Management outline):

- Defines objective of service
- Identify multi-functional team & responsibilities
- Approach, methods & tools used to assess contractor & manage contract after award
- **Performance Plan may be used in lieu of QASP**
- **QAP Phase 1 Training**
 - Seven Steps to PBSA
 - Review AFI 63-124
 - Review of draft AFI 63-125
 - Review of DOD PBSA Guide

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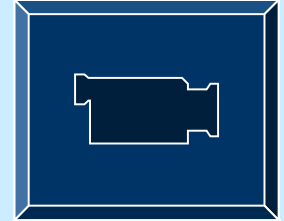
Final Draft AFI 63-124





DRAFT AFI 63-125

Quality Assurance Program for Services Acquisitions



Summary of the draft:

- **QA Program Overview**
- **Key Management Duties/Responsibilities**
- **Multi-functional Team**
- **Quality Assurance Program**
- **Quality Assurance Personnel**



DRAFT AFI 63-125

Chap 1 - QA Program Overview

Summary of the draft, continued:

- **Basic premise** – insight into a contractor's processes rather than looking over his shoulder
- **Key principle** – focus during planning stage on how team will manage the contract
- **First step** – Performance Plan



DRAFT AFI 63-125

QA Program Overview

Summary of the draft, continued:

Performance-Based Measurement vs Performance-Based Management:

- **Performance Measurement** (assessment) - comparison of actual levels of performance
- **Performance Management** uses measurement information to manage & improve performance



DRAFT AFI 63-125

Chap 2 - Key Management Duties & Responsibilities

Summary of the draft, continued:

Function Commander/Director (FC/FD)

- Assigns function experts; QA personnel
- Ensures requirements documents are performance-based, provide measurements of contractor performance.
- Review assessment documents



DRAFT AFI 63-125

Key Management Duties & Responsibilities

Summary of the draft, continued:

Quality Assurance Personnel:

- **Assess contractor performance**
- **Maintain documentation**
- **Prepare Contract Discrepancy Reports**
- **Review SOW & Performance Plan annually**



DRAFT AFI 63-125

Chap 3 – Multi-functional Team

Summary of the draft, continued:

Team responsible for the service acquisition throughout the life of the contract.

Responsibilities:

- Defining goals & strategically planning how performance is to be measured
- How team will use the data to manage acquisition
- Identify responsibilities for data collection, reporting, analysis



DRAFT AFI 63-125

Multi-functional Team

(cont.)

Summary of the draft, continued:

- Continuous process improvement
 - Identify opportunities to improve contractor performance
 - **Contractor Performance Assessment Reporting System (CPARS)** – maintaining & reporting contractor performance, as required



DRAFT AFI 63-125

Chap 4 - Quality Assurance Program

Summary of the draft, continued:

- **Training** – classroom and/or web-based
- **Performance Plans** - How team will assess performance & manage acquisition.

Includes:

- **Performance Assessment**
- **Performance Management**

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DRAFT AFI 63-125

Quality Assurance Program

Summary of the draft, continued:

- **Performance Assessment**
 - **Schedule & method of assessment for every performance objective**
 - **Process for accepting services**
 - **How team will capture & document performance information (i.e, **CPARS**)**



DRAFT AFI 63-125

Quality Assurance Program

Summary of the draft, continued:

Performance Management - how the team will manage the contract:

- How **market research** will be used
- How **data** used to measure and improve performance; ways to improve efficiency
- Team **goals** for improvement
- How **disputes** are resolved



DRAFT AFI 63-125

Chap 5 - QA Personnel

Summary of the draft, continued:

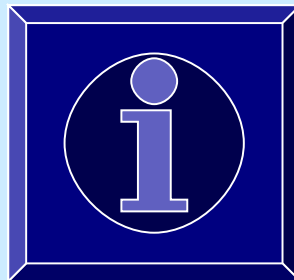
- **Assess** Contractor Performance IAW Performance Plan
 - **Member** of multifunctional team
 - **Notify** team through FC/FD of adverse performance trends
 - **Maintain** accurate documentation
 - Certify in writing that assessment was conducted IAW Performance Plan (5.3)
 - **Review** SOW & Performance Plan annually & proposed changes thru FC/FD to team
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SEVEN STEPS to Performance-Based Services Acquisition

Seven Steps

to Performance-Based Services Acquisition





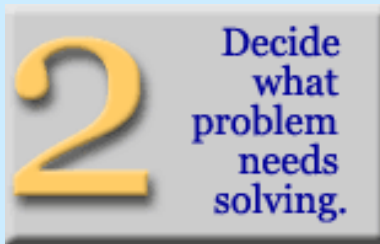
SEVEN STEPS to Performance-Based Services Acquisition



- Ensure senior management involvement and support
- Tap multi-disciplinary expertise
- Define roles and responsibilities
- Develop rules of conduct
- Empower team members
- Identify stakeholders and nurture consensus
- Develop and maintain the knowledge base over the life of the contract



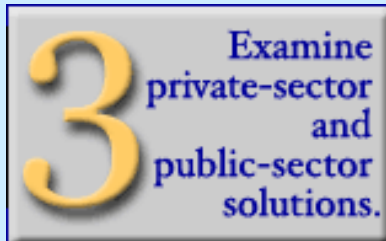
SEVEN STEPS to Performance-Based Services Acquisition



- Link acquisition to mission and performance objectives
- Define desired results
- Decide what constitutes success
- Determine the current level of performance



SEVEN STEPS to Performance-Based Services Acquisition



- Take a team approach to market research
- Spend time learning from public-sector counterparts
- Talk to private-sector companies before structuring the acquisition
- Consider one-on-one meetings with industry



SEVEN STEPS to Performance-Based Services Acquisition



Using a Performance Work Statement (PWS):

- Conduct an analysis
- Apply the "what we want?"
- Describe the scope
- Write the performance objectives into the PWS
- Make sure the government and the contractor share objectives



SEVEN STEPS to Performance-Based Services Acquisition

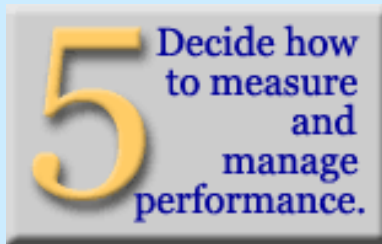


Using a Performance Work Statement (PWS) cont.:

- Identify the constraints
- Develop the SOO
- Develop the Service Delivery Summary (SDS)
- Develop the Performance Plan
- Let the contractor develop how (PWS), including the labor mix



SEVEN STEPS to Performance-Based Services Acquisition



- Review the success determinants (step 2)
- Rely on commercial quality standards
- Have the contractor propose the metrics and the quality control plan
- Select only a few meaningful measures on which to judge success
- Most importantly, consider the relationship



SEVEN STEPS to Performance-Based Services Acquisition



- Compete the solution
- Emphasize past performance in evaluation
- Use best-value evaluation and source selection



SEVEN STEPS to Performance-Based Services Acquisition



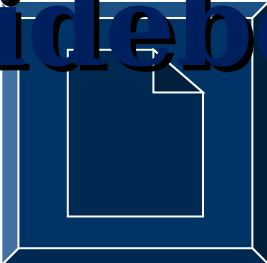
- ◆ Keep the team together
- ◆ Adjust roles and responsibilities
- ◆ Assign accountability for managing contract performance
- ◆ Add the contractor to the team at a formal "kick-off" meeting
- ◆ Regularly review performance in a Contract Performance Improvement Working Group
- ◆ Ask the right questions
- ◆ Report on the contractor's "past performance" (CPIR)

QAP Phase I Training

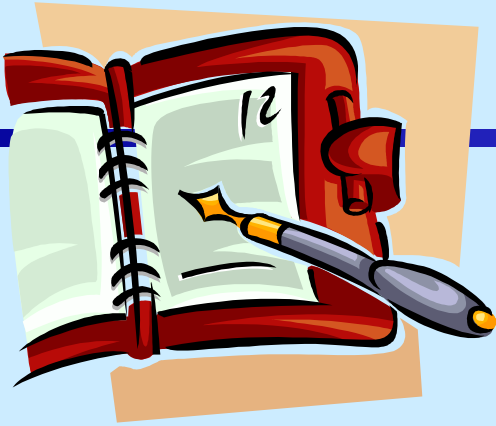
Performance-Based Service Acquisition GUIDEBOOK

Performance-Based
Service Acquisition

Guidebook



Review of the PBSA Guide



PBSA DEFINITION

Performance-Based Services Acquisition (PBSA) involves acquisition strategies, methods, and techniques that describe and communicate measurable outcomes rather than direct performance processes. It is structured around defining a service requirement in terms of performance objectives and providing contractors the latitude to determine how to meet those objectives. Simply put, it is a method for acquiring **what is required** and placing the responsibility for **how this is accomplished** on the contractor.



Review of the PBSA Guide

To be considered performance-based, an acquisition should contain, at a minimum, the following elements:

- 1. Performance Work Statement (PWS) — describes the requirement in terms of measurable outcomes (what we want) rather than by means of prescriptive methods (How we want it done).**
- 2. Measurable Performance Standards — To determine whether performance outcomes have been met, measurable performance standards define what is considered acceptable**



Review of the PBSA Guide

- 3. Remedies — Remedies are procedures that address how to manage performance that does not meet performance standards.**
- 4. Performance Plan — This plan describes how contractor performance will be measured and assessed against performance standards.**



Review of the PBSA Guide

PERFORMANCE REQUIREMENT ANALYSIS

Developing a performance work statement involves a series of analysis-oriented steps to help identify and define the requirement. These steps are listed below:

1. ***Define the desired outcomes.*** What must be accomplished to satisfy the requirement?
2. ***Conduct an outcome analysis*** on the basis of the desired outcomes (defined in step 1) to identify performance objectives. ***What tasks must be accomplished to arrive at the desired outcomes?***



Review of the PBSA Guide

PERFORMANCE REQUIREMENT ANALYSIS

3. ***Conduct a performance analysis*** on the basis of the performance objectives (identified in step 2) to identify the appropriate performance standards and Acceptable Quality Levels (AQLs). When or how will I know that the outcome has been satisfactorily achieved, and how much deviation from the performance standard will I allow the contractor, if any?



PERFORMANCE-BASED ACQUISITIONS

**STATEMENT OF OBJECTIVES
(SOO)**

**PERFORMANCE-BASED WORK
STATEMENT (PWS)**

PERFORMANCE PLAN



Statement of Objectives

- **It is not:**
 - **A list of Tasks**
 - **Pages of shall and shall not**
 - **A regurgitation of how it has always been done**
 - **Guessing**
- **It is:**
 - **An explanation of our problem and our desired resolution (not solution)**
 - **An explanation of what the contractor's PWS must achieve**
 - **Based on what we know, not what we don't know**



WHY USE A SOO?

- **Easier for Customer to state the problem than state the solution**
 - Requires less expertise outside their field
 - Takes less time to write
 - Gives them more time to research what they need to know
- **Adds value to the contracting process**
 - Buyer can facilitate more, dictate less
 - Buyer can take on more responsibility
 - Prioritizes! More time spent in source selection than in development



WHY USE A SOO?

- How many solicitations have a statement like:
 - "This is a solicitation for a time-and-materials contract."
 - "The purpose of this solicitation is to acquire information technology hardware, software, and services."
 - "This is a performance-based specification to acquire services on a time-and-materials basis."
- The statement made in a SOO should be an explanation of how the acquisition relates to the agency's program or mission need and what problem needs solving:
 - **EXAMPLE:** *"The purpose of this task order is to obtain loan servicing in support of VA's portfolio that will significantly improve loan guaranty operations and service to its customers."*



PERFORMANCE-BASED WORK STATEMENT (PWS)

- Contractor defines the desired outcomes: *What must be accomplished to satisfy the requirement?*
- Contractor conducts an outcome analysis: *What tasks must be accomplished to arrive at the desired outcomes?*
- Contractor conducts a performance analysis: *When or how will it be known that the outcome has been satisfactorily achieved?*
- Contractor provides measurable performance standards and quality control plan.



PERFORMANCE-BASED WORK STATEMENT (PWS)

- **Rely on commercial quality standards:**
 - **Rather than inventing metrics or quality or performance standards, the multi-functional team should use existing commercial quality standards (identified during market research), such as International Standards Organization (ISO) 9001 2000 or the Software Engineering Institute's Capability Maturity Models**



PERFORMANCE-BASED WORK STATEMENT (PWS)

- **The term "ISO 9001 2000" refers to a set of new quality management standards which apply to all kinds of organizations in all kinds of areas. Some of these areas include manufacturing, processing, servicing, printing, electronics, computing, legal services, financial services, accounting, banking, aerospace, construction, textiles, publishing, energy, telecommunications, research, health care, utilities, aviation, food processing, government, education, software development, transportation, design, instrumentation, communications, biotechnology, chemicals, engineering, farming, entertainment, horticulture, consulting, insurance, and so on.**



PERFORMANCE PLAN



- A Performance Plan is required by AFI 63-124 (February 2004) and is developed and implemented by a multi-functional team of stakeholders

A Performance Plan should include: (AFI63-125)

4.4.1.1. A schedule of assessments, and the methods used.

4.4.1.2. A method of performance assessment for every performance objective developed during the performance requirement analysis

4.4.1.3. An outline of the government process for accepting services

4.4.1.4. How services are accepted, if applicable

4.4.1.5. How the team will capture and document performance information for use as past performance information (i.e. CPARS)



PERFORMANCE PLAN

The Performance Plan identifies the following:

- The objective in having the service provided, i.e., to provide quality housing maintenance to military members
- The results the multi-functional team is striving to achieve in managing the acquisition, i.e., cost savings, efficiencies, improved customer service



PERFORMANCE PLAN

The Performance Plan identifies the following:

- The multi-functional team members, and how roles and responsibilities are distributed among team members
- The approach, methods and tools the multi-functional team will use to assess the contractor's.
- The approach, methods and tools the multi-functional team will use to manage the acquisition upon award



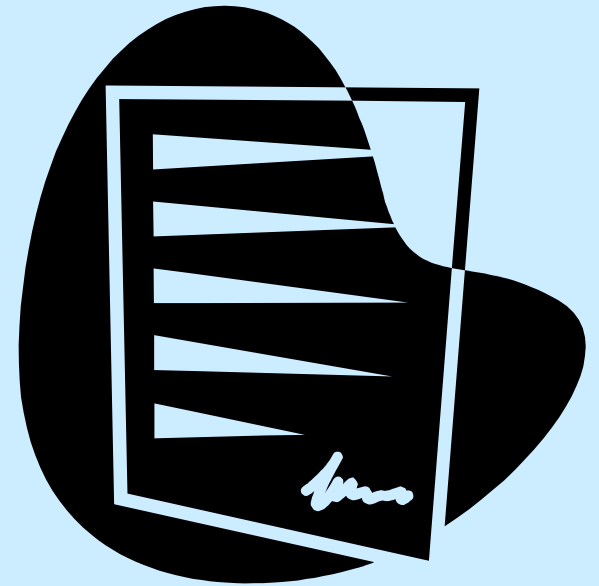
PERFORMANCE PLAN

- **Select only a few meaningful measures on which to judge success**
 - **It is important to limit the measures to those that are truly important and directly tied to the program objectives**
 - **Each measure should relate directly to the objectives of the acquisition**



Contractor's Quality Control Plan

- **Contractor's plan for assuring that the services conform to the PWS**
- **Includes inspection and test criteria**
- **Should be monitored by QAP**





PERFORMANCE PLAN (Example)

PERFORMANCE PLAN (PP)

FOR

(Contract Number & Title)
OFFUTT AFB, NEBRASKA

11 August 2004

Approved:_____ Date:_____
Contracting Officer



PERFORMANCE PLAN (Example)

This document is written in accordance with FAR Subpart 37.6

**“Performance-Based Contracting” and AFI 63-124,
“Performance-
Based Service Acquisitions (PBSA)”**

1. PURPOSE:

A. This Performance Plan (PP) will be used as a guide to Government Quality Assurance Personnel (QAP) and the Functional Commanders/Functional Directors (FC/FD). It provides a systematic method to evaluate the services the contractor is required to furnish. The Surveillance/Evaluation Methods identified in the PP, in concert with the Contractor’s Quality Control Procedures will assure the Government of satisfactory contractor performance.

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PERFORMANCE PLAN (Example)

- B. The PP is intended to be a “living document”. That is, it should be revised or modified as circumstances warrant throughout the contract period. Following contract award, this document should be reviewed by the QAP to ensure that it will work cooperatively with the Contractor’s Quality Control Plan, but not duplicate its provisions.**

- C. The contractor, and not the government, is responsible for management and quality control actions to meet the terms of the contract. The role of the government is quality assurance and to ensure contract standards are achieved.**

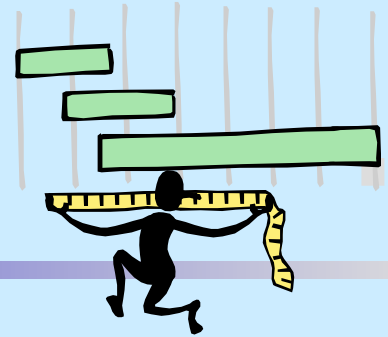


PERFORMANCE PLAN (Example)

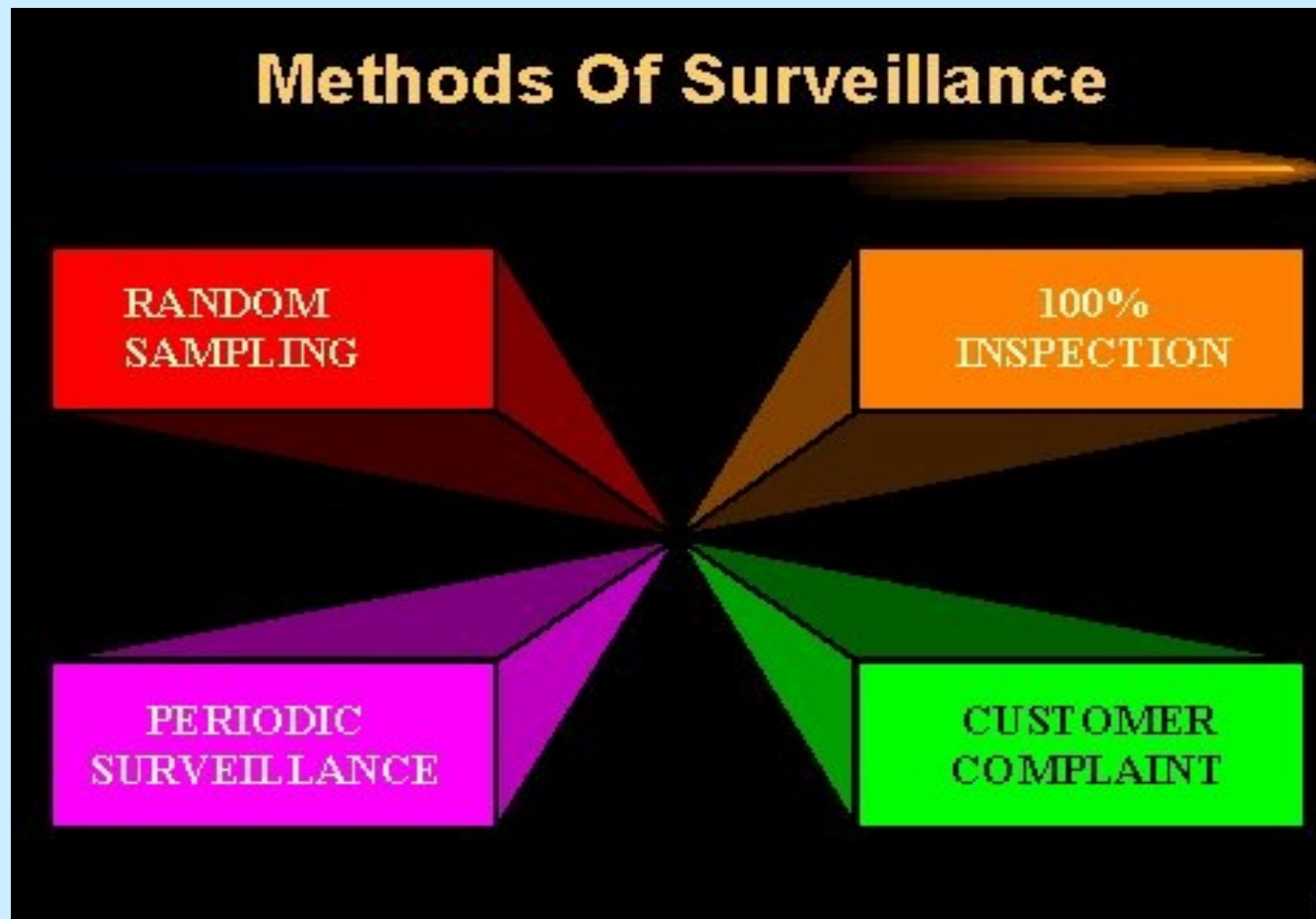
2. SURVEILLANCE PROCEDURES:

Table A. Service Delivery/Surveillance Summary

Performance Objectives	PWS Ref.	Performance Threshold	Method of Surveillance
Adheres to Quality Control Program, ensuring non-recurrence of defective service	1.1.2 .1	90 % of standard per month	100% Inspection
Grass maintained at a height of 2 inches	1.1.2 .2	100% of standard per month	100% Inspection
Edging, adjacent to all paved surfaces, within 1/2-inch of pavement	1.1.2 .3	100% of standard per month	100% Inspection
Pest and Pesticide Management	1.1.4 QAP Phase I Training	100% of standard met	Customer Complaint



Methods Of Surveillance

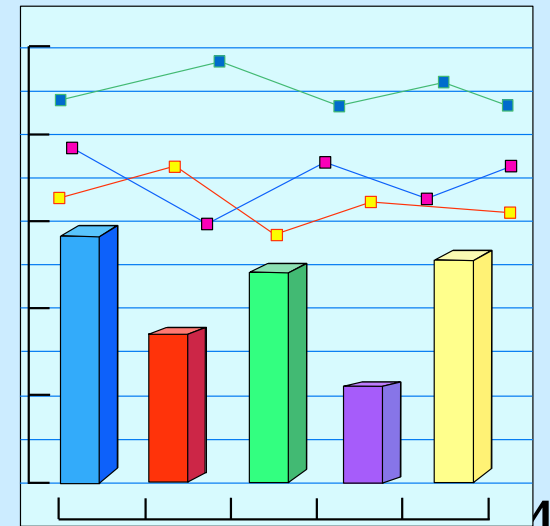




Surveillance Methods

Trend Analysis

- **Monitors the contractor's on-going performance over time**
- **Data for tracking trends can be gathered from all other evaluation sources and methods**





Surveillance Methods



Periodic Surveillance

- **Surveillance selected other than 100% inspection and is scheduled at intervals**
- **Weekly/Monthly/Quarterly**
- **No Notice surveillance**





Surveillance Methods

METRICS -

- **Management measurement tool used to measure performance objectives over time**
- **Should define what is important to the organization**
- **Should be validated by QAP**

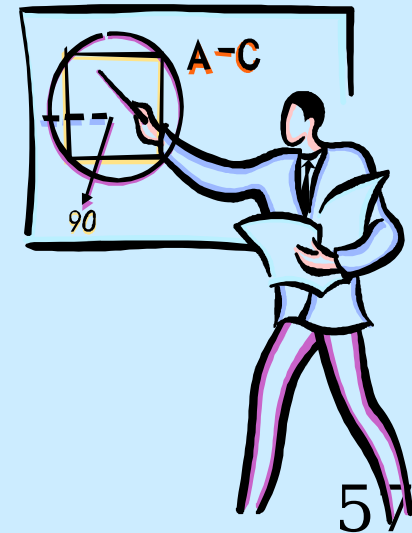




Surveillance Methods

Random Sampling -

- **Appropriate for frequently recurring tasks**
- ***Statistically based* and assumes the government receives acceptable performance if a given percentage or number of scheduled inspections are found to be acceptable**





Surveillance Methods

Customer complaints -

- Can be used to validate information obtained through other sources
- Need to be validated
- Customer training should be provided

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Surveillance Methods

Third Party Audits -

Contractor evaluation by a third party organization (usually independent)

- Data from evaluation should be made available to government

**Usually
seen on
ISO
contracts
or Higher-
level
quality**



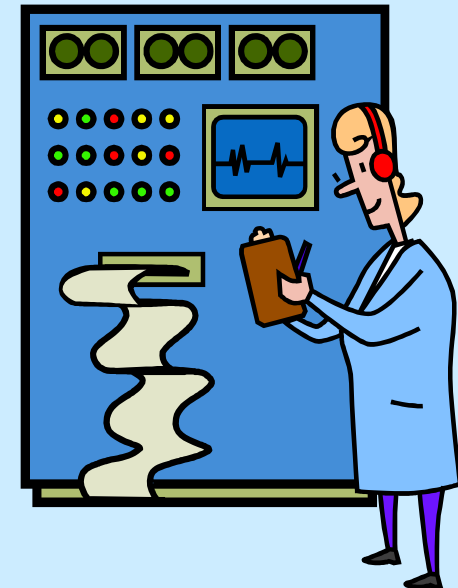
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Surveillance Methods

100% Inspection -

- **Inspecting the requirement every time it occurs**
- **May be required when**
 - **Critical impact**
 - **Occur infrequently**
 - **Have stringent requirements**
 - **Imposed by customer**





PERFORMANCE PLAN (Example)

- A. 100 % Inspection: One Hundred Percent Inspection is exactly what the title implies - inspecting a requirement every time it occurs.**
- B. Customer Complaint: A customer complaint is a valid complaint when the QAP, after a thorough investigation, determines that 100% of the _____ have not been met.**
- C. Non-SDS Items: The Government will periodically evaluate all other items in the PWS (ie. Exercises, Data Submission, etc.).**



PERFORMANCE PLAN (Example)

3. UNACCEPTABLE PERFORMANCE PROCEDURES:

- A. The QAP will document all findings using a “Contract Discrepancy Report (CDR), AF Form 802”. The QAP shall verbally notify the Contractor Project Manager (PM) and/or the Quality Control Inspector (QCI) of the finding and fax a copy of the CDR. The PM and/or QCI shall complete Block 9, entitled “Contractor Response as to cause, corrective action, and actions to prevent recurrence”. The QAP will ensure the CDR is completed in its entirety, coordinated through the Contracting Officer with a copy retained in the official contract file. CDR information will be included when assessing the contractor’s overall performance (i.e. Option Exercise, CPARS, Past Performance Questionnaires, etc.).**



PERFORMANCE PLAN (Example)

- B. If any of the services do not conform with contract requirements, the Government may require the Contractor to perform the services again in conformity with contract requirements, at no increase in contract amount. When the defects in services cannot be corrected by re-performance, the Government may;**
- (1) Require the Contractor to take necessary action to ensure that future performance conforms to contract requirements; and**
 - (2) Reduce the contract price to reflect the reduced value of the services performed.**



PERFORMANCE PLAN (Example)

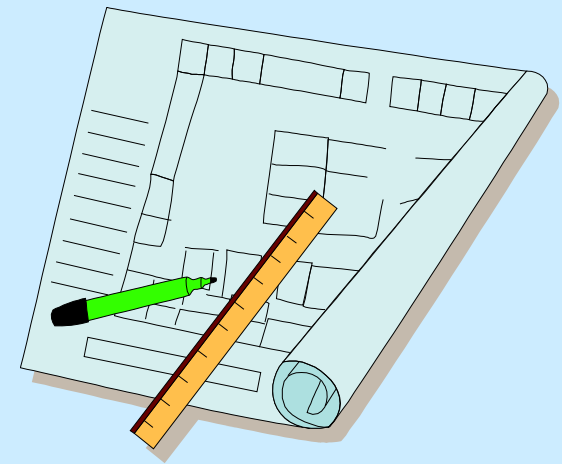
4. ACCEPTANCE OF PERFORMANCE:

Wide Area Workflow

- Receipts and Acceptance (WAWF) is a secure web-based system for electronic invoicing, receipt and acceptance. WAWF creates a virtual folder to combine the three documents required to pay the contractor- the contract, the invoice and the Receiving Report.



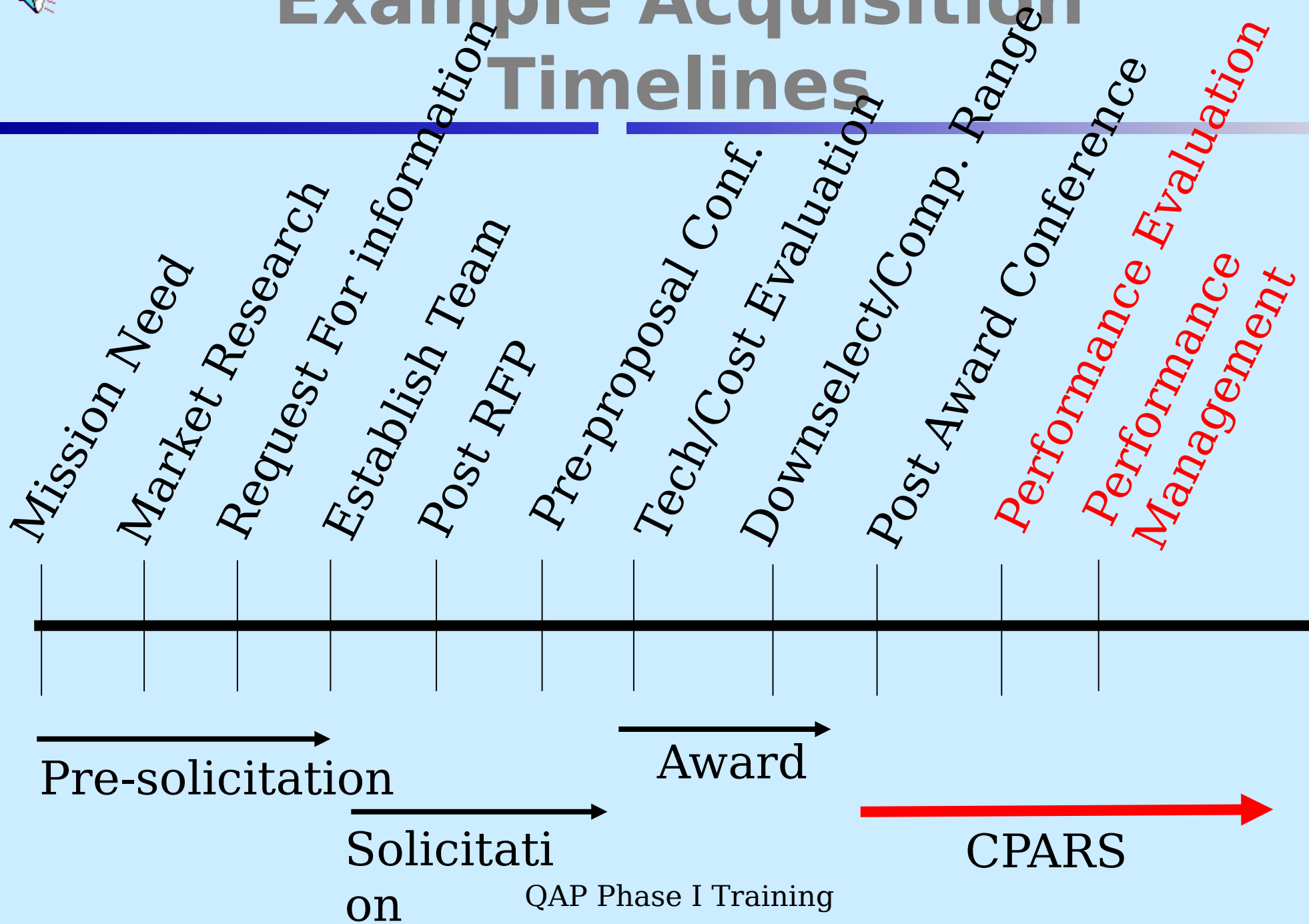
Performance Management Assessment Program



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Example Acquisition Timelines



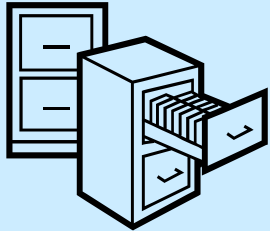


Performance Management Assessment Program

Performance assessment is evaluating, assessing, and documenting the contractor's performance in accordance with the overall performance plan. The premise behind performance assessment is the contractor, not the government, is responsible for managing and ensuring that the contractor's performance meets the terms of the contract. It is the government's responsibility to monitor performance and hold the contractor accountable for performance.



Collecting Past Performance Information (PPI)



QAP may use any locally devised form to record their observations of the contractor's performance. It is suggested the following information be included:

- **Contract paragraph number referencing the requirement**
- **Short description of the requirement being surveyed**
- **Method of surveillance and observation**
- **Date, time, and location of the surveillance**
- **Results of the surveillance**





Surveillance Documentation



- **Customer Feedback**
- **Periodic Surveillance Records**
- **Random Sampling/Inspection Records**
- **Process & Product Audits**



Surveillance Reporting

- **Impact reporting:** Any situation or occurrence, which poses a significant program impact, will be reported to the Contracting Officer, using the most expeditious manner available.
- **Monthly Surveillance Report:** Due every month to the Contract Administrator and should include: period covered, overview of performance, Corrective Action Requests (CAR's) written, personnel changes and any areas of concern.



Monthly Surveillance Report

Period Covered: enter the period of time that you performed your Evaluations (1-31

August 03)

Overview of performance: describe your overall perspective of the contractors performance. Tell what the contractor did or failed to do. Let the Contract Administrator know if they are acceptable or not acceptable. Describe what your doing to resolve unsatisfactory conditions if you stated unacceptable performance.

Corrective Action Requests: describe any contract nonconformities (verbal/written CARs issued), proposed corrective action, any help needed from the Contract Administrator, Contracting Officer, etc.

Change of Personnel: notify proposed changes of personnel (i.e. FC/FD or QAPs on this contract). New QAPs will require nomination/appointment letters, Phase I and II training.

Areas of Concern: List any items that your having difficulties with, any potential problems, concerns about the evaluation process, etc..Let the Contract Administrator know That you need

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Contractor Noncompliance

If QAP witnesses a contractor action that is not in compliance with contractual requirements, then a Corrective Action Request (CAR) is issued to assure re-performance of the service is accomplished and corrective action is taken.





Corrective Action Request (CAR)

If a CAR is to be issued:

- **Discuss it with the Contracting Officer in all cases**
- **Document the CAR in the QAP records/log**
- **Perform CAR follow-up for contract compliance**



Corrective Action Report (CAR)

**As a minimum, include the following
when issuing a**

CAR:

- ♦ **CAR # (sequenced/control numbers)**
- ♦ **Contract Title and Contract #**
- ♦ **Contract Requirement**
- ♦ **Discrepancy (who, what, when, where)**
- ♦ **Request a reply date from the contractor**

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Corrective Action Report (CAR)

When you receive a reply, look for the following:

- ♦ **Root Cause** (investigation of how and why)
- ♦ **Proposed corrective action** (needed to eliminate the cause of the nonconformance)
- ♦ **Preventive action** (steps needed to ensure Corrective Action is effective)



CAR Log

CAR#	DATE ISSUED	ISSUED TO	ISSUED FROM	Nonconformance Details	Response Date	CAR Closed Date	Closed-Out Verification



CAR Form

QAP Corrective Action Report	1. Dates (For Government Use Only)			2. CAR #
	Date Issued:	Response Due Date	CAR Due Date	CAR Due Date Slips
3. To:		4. From:		
5. Nonconformance: (Describe in detail)				
6. Cause Of Nonconformance:				
7. Contractor Corrective Action:				
8. Contractor Cause Elimination:				



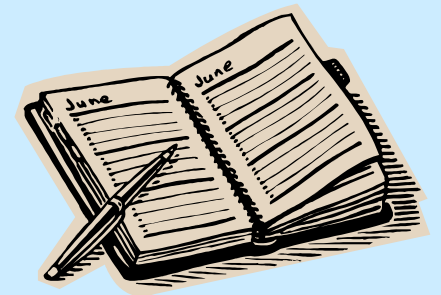
Past Performance Information

- Definition: “All documentation that QAP’s create, collect and maintain, as a record of contractor’s performance”.
- Documentation performed throughout the life of the contract
- Contractor reperformance of non-conforming services



Past Performance Information

- QAP's documentation of contractor performance is the keystone for PPI
- PPI is "For Official Use Only"
- Used in exercising options and awarding new contracts
- Motivates contractor to improve performance

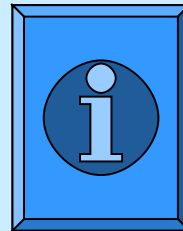




CONTRACTOR PERFORMANCE ASSESSMENT REPORTING SYSTEM (CPARS)

AFFARS SUBPART 5342.15 — CONTRACTOR PERFORMANCE INFORMATION

5342.1503 Procedures. The acquisition team shall use the Navy Contractor Performance Assessment Reporting System (CPARS) to record evaluations of contractor performance.





Building a QAP Workbook



- Provides documentation to measure contract compliance, and provide an audit trail
- Serves as Past Performance Information



QAP Contract Work Book



- ♦ **Quality Assurance Personnel (QAP), Nomination Letter**
- ♦ **Quality Assurance Personnel (QAP), Phase I and Phase II Training records**
- ♦ **Quality Assurance Personnel (QAP), Delegation of Duties Letter**
- ♦ **Functional Director/ Functional Commander (FDFC), Identification Letter**



QAP Contract Work Book

- ♦ **Contract, Performance Work Statement (PWS)**
- ♦ **Service Delivery Summary (SDS)**
- ♦ **Contractor Quality Control Plan**
- ♦ **Performance Plan**





QAP Contract Work Book



- ♦ **Contractor Performance Evaluation Documentation**
- ♦ **Performance Evaluation Report, i.e. end of month report**
- ♦ **Contractor notification of QAP**



QAP Contract Work Book



- ♦ **Corrective Action Report/Log (CAR)**
- ♦ **Incentive/Award Fee Program, if applicable**
- ♦ **Miscellaneous Documentation**



Unauthorized Commitments

Unauthorized Commitments! Are defined as agreements that are not binding solely because the government representative who made the agreement lacked the authority to enter into that agreement on behalf of the government. An individual who makes an unauthorized commitment may be held personally liable and subject to administrative and other penalties.

An unauthorized commitment can occur when QAP's act outside the scope of their appointment letters, or when they take actions that only contracting officers have the authority to perform.



Ratification

The act of approving an unauthorized commitment by an official who has the authority to do so. The following circumstances must exist before the ratifying official can start the ratification process:

- Supplies or services were received and accepted by the government, or the government has or will benefit from the unauthorized action.
- The ratifying official has authority to enter into a contractual a commitment.
 - The resulting contract would otherwise have been proper if made by a warranted CO



Ratification

- The CO reviewing the unauthorized commitment determines the price fair and reasonable.
- The CO recommends payment and legal counsel concurs in the recommendation, unless agency procedures expressly do not require such concurrence.
- Funds are now, and were, available at the time the unauthorized commitment was made.



Ratification Process

- *Statement of facts from the individual who made the unauthorized commitment.*
- *Commander's action to include disciplinary action taken , if any and steps taken to prevent recurrence.*

CO Actions to include:

- *Review and determination of adequacy of facts,*
- *CO's written statement of facts.*
- *Legal review.*
- *Determination of price fair and reasonable.*

Ratification Authority makes final decision whether or not to ratify the unauthorized commitment



QA PERSONNEL LIMITATIONS AND RESPONSIBILITIES

QAP shall not:

- Clarify, make, or infer legal interpretations on the scope or intent of the contract
- Approve contractor procedures unless specifically provided for under the terms and conditions of the contract. When contractually authorized, approval authority remains subject to any limitations, which may be administratively imposed by the contracting officer.



QA PERSONNEL LIMITATIONS AND RESPONSIBILITIES

QAP shall not:

- Authorize expenditure of funds unless authority is provided for under specific terms and conditions of the contract._
- Levy or impose upon contractors any task or permit any substitution not specifically provided for in the contract.
- Enter into contractual agreements including contract modifications with the contractor.



QA PERSONNEL LIMITATIONS AND RESPONSIBILITIES

QAP shall not:

- Give direction to the contractor or to employees of the contractor.
- Offer advice to the contractor, which may adversely affect contract performance, compromise the rights of the Government, provide the basis of a claim for the constructive change, or impact any pending or future contracting officer determinations as to fault or negligence.



STANDARDS OF CONDUCT

- **Bribery:** A criminal offense. To offer or give something of value to a government official or for a government official to solicit or receive anything of value in return for preferential treatment.
- **Gratuities:** A crime when offered or given to a government official or when a government official solicits or receives a gratuity. To be categorized as a gratuity, the item being offered must be “a thing of value” and be presented with the intent of corruption.



STANDARDS OF CONDUCT

- **In general, Air Force personnel may be subject to criminal penalties if they solicit, accept, or agree to accept anything of value in return for performing or refraining from performing an official act.**
- Air Force personnel and their immediate families must not: solicit, accept or agree to accept any gratuity for themselves, members of their families, or others, either directly or indirectly, from or for any source that's engaged in or seeks business or financial relations of any sort with any DoD component or have interests that may be substantially affected by the performance or nonperformance of the official duties of DoD personnel.

QAP Phase I Train

ing



STANDARDS OF CONDUCT

Employees may not have direct or indirect financial interests that conflict substantially, or appear to conflict substantially, with their responsibilities and duties as federal employees, or engage in, directly or indirectly, financial transactions as a result of, or primarily relying upon, information obtained through their employment.



55th Contracting Squadron

BUSINESS RELATIONSHIP WITH THE CONTRACTOR

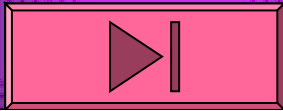
A **positive relationship** between the government and the contractor **is essential** in fulfilling a performance-based requirement. The agency's relationship with prospective and performing contractors should be one that **promotes a strong and positive business alliance** to achieve mutually beneficial goals, such as timely delivery and acceptance of high-quality services, through the use of efficient business practices. Those in business relationships should seek to create a **cooperative environment** to ensure effective communication between the parties, teamwork, cooperation, and good-faith performance. These goals are important for **meeting mission objectives** and resolving conflicts and problems. Each party should **clearly understand the goals, objectives, and needs of the other**. It is essential that government and industry

Duties	True or False	Pro-cedures	Quality	PBSC	Pot Luck
100	100	100	100	100	100
200	200	200	200	200	200
300	300	300	300	300	300
400	400	400	400	400	400
500	500	500	500	500	500

Quality Assurance Jeopardy

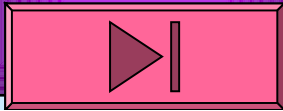
Your host
Charles Crivellaro

Phase I Training



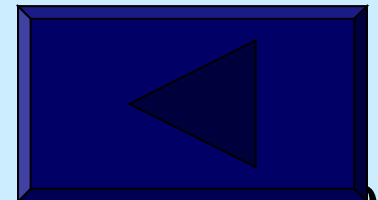
Duties	True or False	Pro-cedures	Quality	PBSC	Pot Luck
100	100	100	100	100	100
200	200	200	200	200	200
300	300	300	300	300	300
400	400	400	400	400	400
500	500	500	500	500	500

End Phase I Training



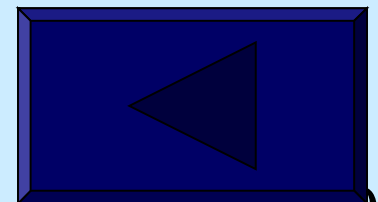
Duties 100

Only person authorized
to enter into contracts on
behalf of the government



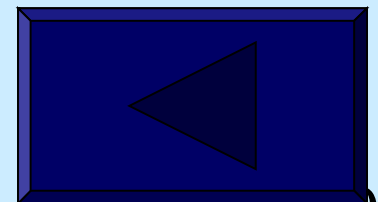
Duties 200

Team responsible for conducting
market research and
collecting past performance
information



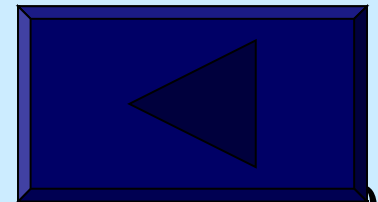
Duties 300

Responsible for assigning functional experts to the Multi-Functional Team and appointing primary and alternate QAP



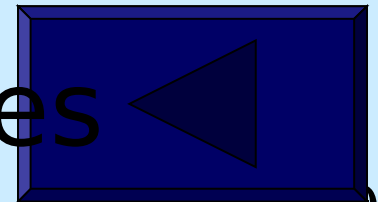
Duties 400

Responsible for forming
The Multi-Functional Team (MFT)
and provides an annual
briefing to the Wing Commander
on the health of the base service
contracts



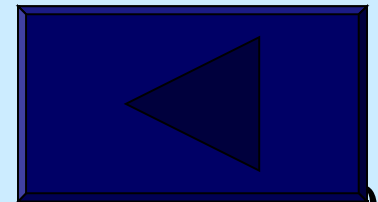
Duties 500

- Evaluate /document contractor's performance IAW Quality Assurance Surveillance Plan (QASP)
- Participate as a member of Multi-Functional Team
- Notify CO of performance deficiencies
- Document receipt of services



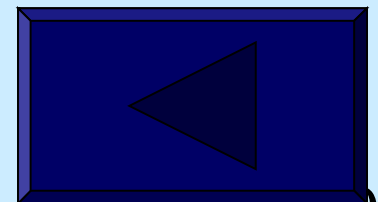
True or False 100

The QAP should not inspect items not included on the Service Delivery Summary (SDS)



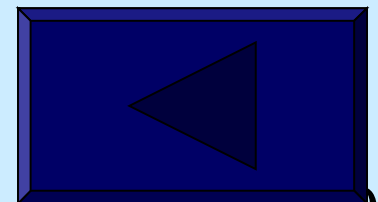
True or False 200

Performance Based Service Acquisitions are structured around what is required as opposed to how the contractor should do the work.



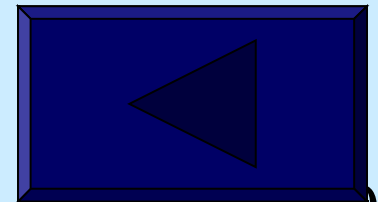
True or False 300

The Service Delivery Summary should reflect service standards found in the commercial market



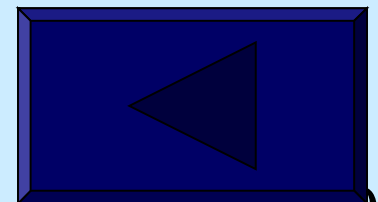
True or False 400

The multi-functional team plans and manages service contracts throughout the life of the requirement.



True or False 500

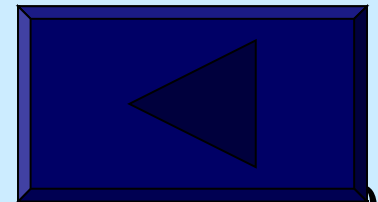
You can accept gifts from the contractor up to \$100 per year.



Procedures 100

The requirement document of what we want uses the following format:

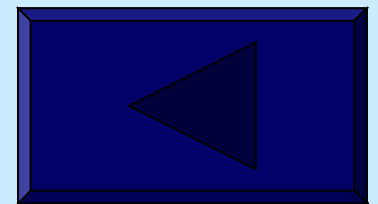
- 1. Description of Services**
- 2. Service Delivery Summary**
- 3. Government-Furnished Property and Services**
- 4. General Information**
- 5. One or more Appendices**



Procedures 200

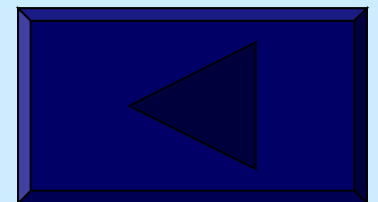
Determine surveillance method,
perform surveillance IAW QASP,
document results of surveillance.

These procedures are used by?



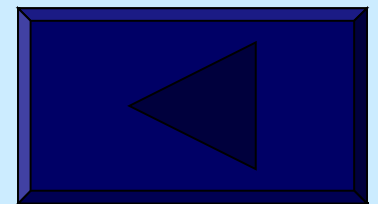
Procedures 300

The only legal way to change terms and conditions between the government and a contractor.



Procedures 400

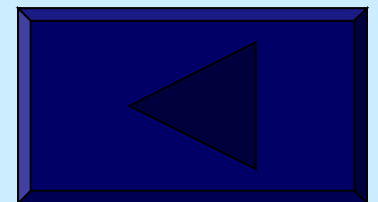
Provides procedures under
the Federal Acquisition
Regulation Part 46



Procedures 500

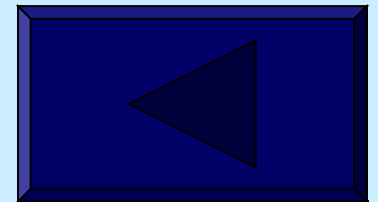
Authorizes change procedures available to the government if:

- ⌘ Requirements change,
- Funds are not available,
- Or there has been technical advancements?



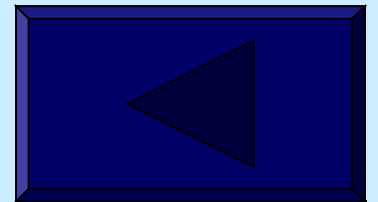
Quality 100

Provides a systematic method
to evaluate services the
contractor is required to furnish
IAW with the
Statement of Work (SOW)



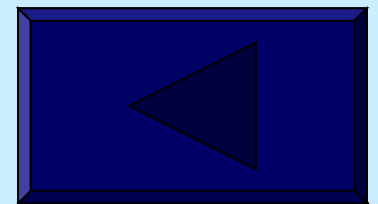
Quality 200

AFI 63-124 applies to all
service contracts
estimated
to exceed this amount.



Quality 300

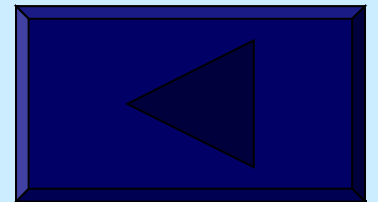
This document should be written with the emphasis on the end result or outcome and not in terms of the process or how to accomplish the requirement.



Quality 400

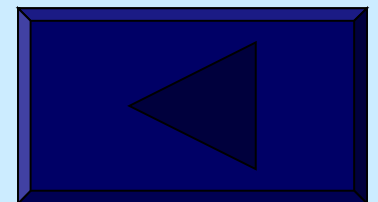
1. Aiding the justification of other than full and open competition,
2. Performing acquisition planning,
3. Describing an agency's needs.

These are all essential reasons for performing _____.



Quality 500

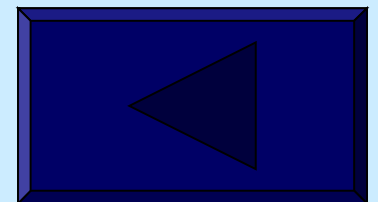
Will cite the same performance objectives as the SDS, the performance threshold identified in the SDS and the method of surveillance



PBSA 100

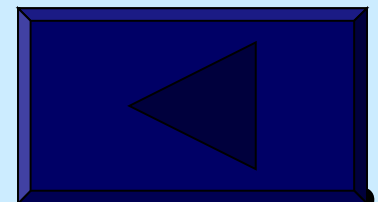
Consists of

- Acquisition strategy
- Market Research
- Performance-based SOW – 5 parts
- Performance plan signed by team members
- Performance metrics to track progress



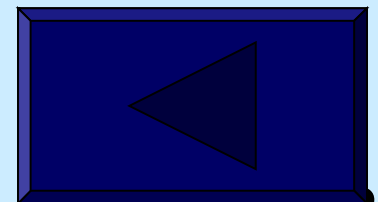
PBSA 200

- Schedule & method of assessment for every performance objective
- Process for accepting services
- How team will capture & document performance information (i.e, CPARS)



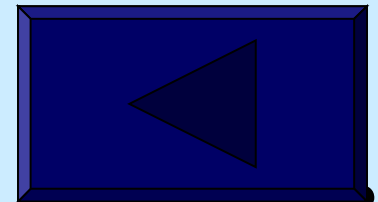
PBSA 300

The purpose of Outcome Analysis is to identify



PBSA 400

- How market research will be used
- How data used to measure and improve performance; ways to improve efficiency
- Team goals for improvement
- How disputes are resolved



PBSA 500

1 Establish the team.

2 Decide what problem needs solving.

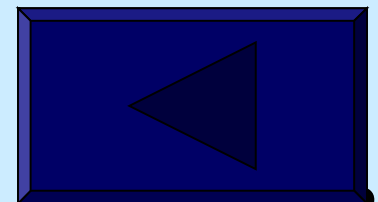
3 Examine private-sector and public-sector solutions.

4 Develop a PWS or SOO.

5 Decide how to measure and manage performance.

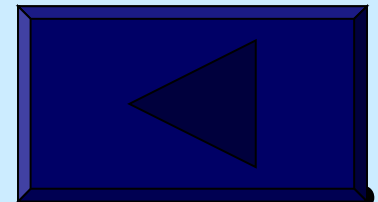
6 Select the right contractor.

7 Manage performance.



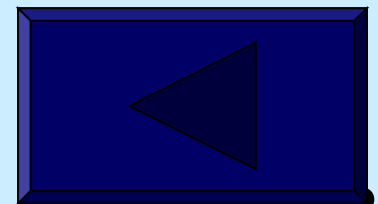
Pot Luck 100

Was assassinated while
attending a theatrical event
at Fords Theater



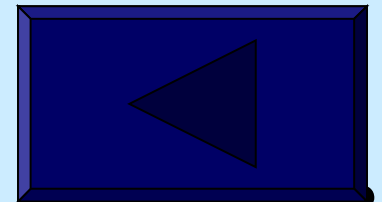
Pot Luck 200

An extra full moon that comes around
Once as a colored moon



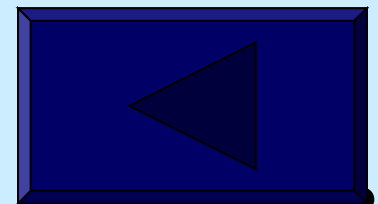
Pot Luck 300

Beaver's brother Wally's friends
nickname who's father
worked with Beaver's father
on the 60's show
"Leave It To Beaver"



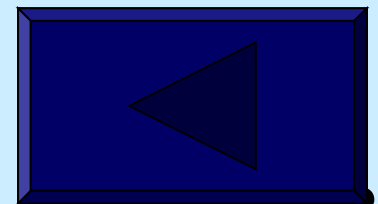
Pot Luck 400

Yelling, “Hi Ho Sliver Away” this masked man used only Silver Bullets and was an alumni of the Texas Rangers

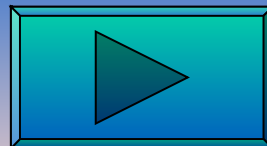


Pot Luck 500

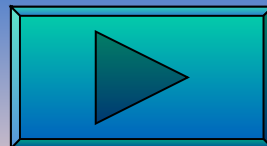
On Bandstand for many years,
America's oldest living teenager



Daily Double



Daily Double



Daily Double

